



Coatesville  
VA Medical Center



# ANNUAL REPORT 2008

[www.coatesville.va.gov](http://www.coatesville.va.gov)



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# Message from the Director



Dear fellow employees, volunteers, veterans and friends of the Coatesville VA Medical Center:

During 2008, we received outstanding results from numerous reviewing bodies. In-depth and wide ranging on-site surveys by the nation's top accrediting bodies, such as The Joint Commission and the Commission on Accreditation of Rehabilitation Facilities, as well as by the federal government's Office of Inspector General confirmed our veterans are receiving high quality care. They also confirmed that our resources are being managed effectively. Our dedicated employees' and volunteers' efforts to carry out our mission "to honor America's veterans by providing exceptional health care that improves their health and well-being" are evidenced and valued each and every day. Certainly, it is both reassuring and gratifying to receive excellent reports from outside reviewing bodies.

In 2008, our continuous efforts to exceed veterans' expectations yielded top results. We have been rated as having VA's number one Post Traumatic Stress Disorder (PTSD) program. Our overall outpatient satisfaction scores were second best among VA's 153 medical centers. I am also very proud to report that our business office and financial operations performance was first among all VA medical centers.

This year, we made significant enhancements in caring for homeless, Global War on Terrorism, homebound, women, and severely depressed veterans. Special funding and intensive environmental surveys led to significant patient care area safety improvements. We were also very fortunate to be able to replace patients' room furnishings and renovate our acute medical unit. These are only a few examples of our 2008 accomplishments. On the following pages, greater mention is given to some of our noteworthy achievements.

Each year, I am truly impressed by our ability to compassionately and competently reach and exceed ever-growing and demanding performance objectives. Collectively, Coatesville VA Medical Center's employees and volunteers make our progress possible. I am proud to lead our medical center team into another year and to have the opportunity to serve veterans – our nation's heroes.

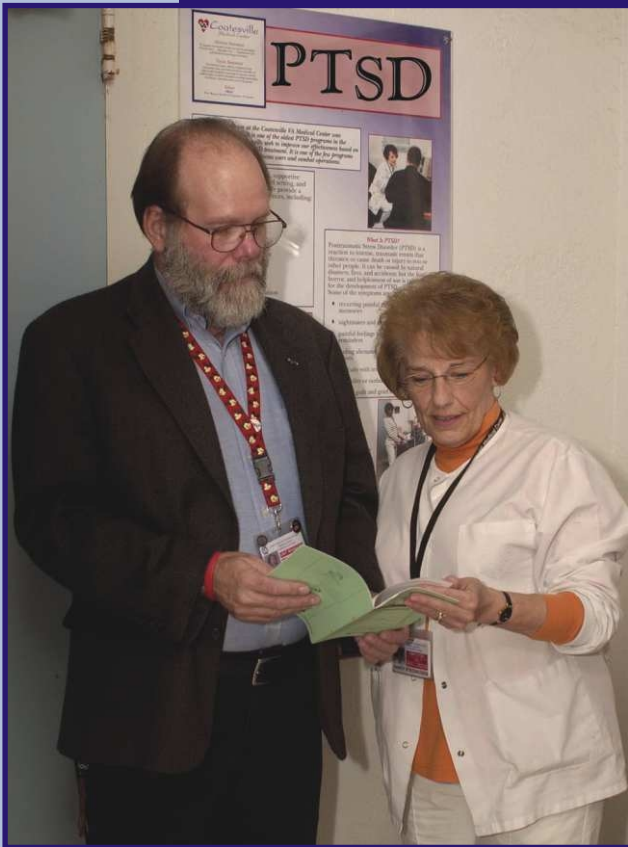
A handwritten signature in black ink, appearing to read "Gary W. Devansky".

GARY W. DEVANSKY

# Enhancing Services and Programs

## PTSD Program Rated #1 in Department of Veterans Affairs

For the second year in a row, the PTSD Program at Coatesville VAMC was rated the most effective within the Department of Veterans Affairs for the treatment of veterans with combat Post Traumatic Stress Disorder or PTSD. This residential program offers individual and group psychotherapy, eye movement desensitization and reprocessing, and cognitive behavioral therapy, as well as education programs that focus on stress management, anger control, assertiveness, depression, guilt and grief. Also offered are alcohol and drug education, relapse prevention, Alcoholics Anonymous and Narcotics Anonymous 12 step groups as well as marital therapy and education programs for families.



## Community Living Center Culture Change Continues

In an effort to enable the veteran residents of our Community Living Center to feel more “at-home”, we've implemented many initiatives. One of this year’s most notable changes involved meal delivery and menu selection. The menu cycle has been revised and made both larger and healthier. Residents now have more control over individual food choices, providing a more satisfying eating experience overall. We also initiated a new snack program that provides access to snacks 24 hours a day.

We are currently in the process of transforming the food delivery system from a quick chill service to a more home-like kitchen serving fresh cooked meals. The plan also includes a new interior design of the dining area, including a private dining space for use during special occasions and a small kitchenette for use by family members, residents and staff-led groups.

To keep residents physically and mentally active, *Nintendo Wiis* are being used in the Community Living Center. Additionally, computers were installed and printers were purchased with volunteer funds.



## Community Living Center Receives Nurse Call System

All Community Living Center Units in Buildings 138 and 59B were equipped with a state-of-the-art nurse call system this year, greatly improving patient safety. It includes a feature that can quickly identify exactly where staff are throughout the unit at any given time. Since the system always knows where staff are, if a particular staff member is needed, the system will automatically call directly into that location instead of broadcasting throughout the unit. The system also links staff to the patients they care for, so anyone accessing the system can quickly and easily find out who is treating whom.





The system also interfaces with new patient beds to help manage the high risk of falls. It monitors bed height and side rail position to make sure they are appropriately set and if either is changed, the system sends notification to the central monitoring station. Lastly, patients' weight can be monitored through the beds, saving staff time and everyone a potential injury by avoiding the need to transfer a patient to a scale.



### **More Involved Care for Women Veterans**

CVAMC offers female specific care for our women veterans in the Women Veterans Clinic. Walk-in visits are now available and it is possible to schedule an appointment within four days of initial contact. As part of this initiative, we have a full-time women veterans program manager who carefully ensures that all women treated here are receiving the very best in care. Along these lines, a more long-term project is in place to equip the clinic with new furniture, fresh paint and new flooring.

### **Dental Services Expanded**

The VA-wide Dental Homeless Initiative expanded this year to include coverage for five additional groups of veterans including those in the following programs: Domiciliary Residential Rehabilitation, Compensated Work Therapy-Transitional Residence, Community Residential Care Program, Health Care for Homeless Veterans, and Grant & Per Diem. As a result of the increased funding of this program, CVAMC will be able to treat 300 more homeless veterans.

### **Partnership with the Department of Housing and Urban Development Helps Homeless Veterans to Start Over**

HUD-VASH stands for the Department of Housing and Urban Development – Veterans Affairs Supportive Housing voucher program. The program provides vouchers for appropriate housing to eligible homeless veterans and their families. Comprehensive case management services are provided continuously. The end-goal is for veterans to reintegrate into the community and achieve independence. The program began at CVAMC in 2008 and will continue to expand through 2009.

## **Improving Access to Care**

### **Centralized Call Center Opens**



In an effort to provide a superior level of customer service for veterans, a centralized call center was established and put into use this year. The center's operators field and make calls related to scheduling and canceling appointments, appointment reminders, pre-registration, and non-clinical pharmacy inquiries. This encompasses outpatient clinics, including Primary Care, Mental Health, Pharmacy and some Specialty Clinics.

By providing a centralized call center, we are able to streamline aspects of the scheduling process, making it much easier and quicker for veterans to schedule appointments while allowing clinical staff to remain dedicated to their foremost responsibility of caring for patients.

The center operates daily from 7am through 6pm and has eight full-time employees.



**Kiosks for Self Check-In Installed**

In January, an initiative to implement self check-in for veterans was begun. The system, which has a privacy glare feature, checks veterans in by verifying or collecting the user's demographic data, next of kin, date of birth, insurance carrier and other pertinent information. The system prints out a slip that contains the time and location of the veteran's appointment. No private information is included. The veteran then proceeds to the appointment.

Self check-in benefits include a reduction in patient wait time, reduction in staff efforts and associated costs, resolution of patient information errors in our database, and verification of current insurance information. There are currently five kiosks located at the main campus in Coatesville and one in our Springfield Community Based Outpatient Clinic.

**Mental Health Takes Steps to Increase Completed Appointments**

In an effort to complete more appointments, the service provides a phone call reminder to veterans prior to a scheduled appointment. If the veteran still misses the appointment, staff attempts to reschedule it. Additionally, veterans who repeatedly miss their appointments are identified and managed more intensely. Magnets are given out that serve as a reminder to call if an appointment cannot be kept. CVAMC's total missed appointments rate decreased from 15% in October 2007 to 11% in June of 2008. These efforts are important not only in ensuring CVAMC's efficiency, but also in guaranteeing that the veterans we serve are receiving the care that they need.

**Upgrading Facilities**

**New Acute Medical Care Unit**

Previously, the Acute Medical Care Unit (AMCU) was located outside of the 1B Medical Unit, making provision of efficient care, at times, difficult. Through this project, the AMCU was relocated to the main patient care area. To make room for it, some administrative functions were moved out of that area, but remain on the same floor. This change provides better access and more efficient use of space.

**Brand New Food Court Opens**

A brand new state-of-the-art food court designed to serve veterans, their families and employees, opened in Building 9 on December 18th. The 3,000 square foot retro-look café features brand new equipment, floors and walls, plumbing, heating and cooling systems, and sprinklers and fire alarms. The total project cost was approximately \$900,000.

The food court is open Monday through Friday from 7am through 3:30pm and serves breakfast and lunch. The menu offers a variety of options, including healthy items like grilled chicken, pre-made salads and fresh fruit. There are also plans to build a Starbucks Coffee® where the Fifth Avenue Deli was located. The store would offer a variety of coffee, tea and latte along with sandwiches and desserts and aims to open in 2009.





**Safety Improvements to Inpatient Psychiatric Units**

As part of our Proactive Risk Assessment, significant improvements were made to the patient care environment in the medical center's acute psychiatric areas. These improvements include the installation of new shower heads, hand rails, grab bars, tamper-proof screws, and furniture. New sinks, toilet fixtures and a locked ceiling system are being installed as well and are expected to be complete in February. All of these improvements were made to reduce the risk of a patient being able to harm him/herself or others.

**Advancing Research**

**Coatesville VAMC Receives AAHRPP Accreditation**

The Association for the Accreditation of Human Research Protections Programs (AAHRPP) is a nonprofit organization that offers accreditation to organizations that conduct or review research involving humans. Only organizations that can demonstrate they provide participant safeguards that surpass the threshold of state and federal requirements can obtain accreditation. Coatesville VAMC achieved Full Accreditation in December 2008 and is one of 159 accredited organizations representing more than 750 entities. AAHRPP accreditation is valid for three years.

**Coatesville VAMC Receives AAALAC Accreditation**

The Association for Assessment and Accreditation of Laboratory Animal Care (AAALAC) is a private, nonprofit organization that promotes the humane treatment of animals in science through voluntary accreditation and assessment programs. CVAMC is one of more than 770 companies, universities, hospitals, government agencies and other research institutions that have earned this accreditation. Achieving this accreditation demonstrates our commitment to responsible animal care and use. The animal program at CVAMC has had full AAALAC accreditation since 1977 and is site visited every three years.



**Research News**

Research at Coatesville VAMC focuses on neuroscience. As a leader in the field of genetics of brain disease, our team makes discoveries that lead to new diagnostics and treatments for various brain diseases including Alzheimer's disease, Bipolar Disorder, Epilepsy, Post Traumatic Stress Disorder, Schizophrenia, Substance Abuse, Traumatic Brain Injury, and Response to Medicine (pharmacogenetics).

The CVAMC epilepsy genetics program is a leader world-wide and is spearheading the efforts of seven world class universities to publish the first data on scanning the entire genome, where an organism's hereditary information is stored. This study has the promise to identify DNA variations that increase risk for the disease, leading to better diagnostics and treatments as well as the ability to predict responses to anti-epilepsy medication. A similar program for Alzheimer's disease has recently begun.



# Partnering with Community Programs

## Fresh Start

Fresh Start, a private organization, opened its doors on the CVAMC campus in April. The 60-bed Grant & Per Diem program offers housing and hope to chronically homeless male veterans, many of whom have substance abuse issues. The program affords each resident an atmosphere that promotes personal growth and responsibility. It is broken into three phases, providing case management, health care, drug and alcohol counseling, vocational and educational counseling, employment opportunities, spiritual guidance, benefits and financial counseling.

Within 90 days of its opening, the program was full and it continues to operate with a waiting list. Of the veterans in the program, 70% are employed in our Comprehensive Work Therapy program or outside CVAMC. Additionally, 10 Fresh Start graduates are now employed and living independently and productively in the community.



## Blue Eyed Soul Performs at CVAMC

Blue Eyed Soul, a duo who once performed with Bob Hope on the 1970 USO tour, included CVAMC on their October tour, thanks to efforts by the managers of the Mary E. Walker House and funding by the Veterans Service Foundation.

Veterans, their family members, employees and community members gathered to watch. Blue Eyed Soul "brought the house down" in both the Great Hall and the Community Living Center.

The Mary E. Walker House is located on the CVAMC campus and is operated by the Philadelphia Veterans Multi-Service & Education Center. It is a 30-bed transitional residence for women veterans who have found themselves in difficult life situations and without a home. Women veterans and VA clinicians from a geographic region that reaches beyond the Mississippi River continue to request applications.



## Team River Runner

Team River Runner is a program that enables veterans to experience the joy and therapeutic benefit of kayaking. The all-volunteer non-profit program originated at the Walter Reed Army Medical Center (WRAMC) in 2004, and the Coatesville Chapter began here in the Spring of 2008. The program is in initial stages, and continues to develop. Toward late summer and early fall, many veterans from our inpatient PTSD program participated. Additionally, the program received funding and plans are currently being made to build a club house near the outdoor pool to store the equipment and serve as the main meeting quarters for the program.



## LZ II Welcomes 1000th Veteran to the Program

Since its opening on June 16th, 1997, LZ II, a transitional residence for homeless male veterans, this year accepted its 1000th veteran. LZ II is located on the CVAMC campus and is operated by the Philadelphia Veterans Multi-Service & Education Center. It is a 95 bed facility whose mission is to offer a safe, secure and supportive





environment to foster independence as residents transition back into the community. Currently, many residents take part in the CVAMC Compensated Work Therapy program and others are employed full-time at CVAMC or within the community.

## Honoring Veterans and Special Events

### Balloon Launch

The picture on the cover is from the balloon launch that took place here on September 11th. Approximately 200 people from the community gathered for this special observance to remember the tragic events of September 11th, 2001. Barry and Teri DiLibero own America One and each year, on this day, they launch it in honor of those who lost their lives, those who lost loved ones and those who fought and continue to fight in the Global War on Terror.



### Veterans Week Celebration and Welcome Home Event

CVAMC hosted the annual Veterans Week Celebration to honor veterans during the week-long period preceding Veterans Day. The special events consisted of the Women's Veterans Luncheon, a "Day of Beauty" for women veterans, the Veterans Banquet, and the Parade.



Hundreds of veterans and their families attended the Second Annual Welcome Home Celebration on Saturday, August 16th. The festival-like event was held on CVAMC grounds and the weather was perfect. Picnic foods were served by volunteers, games were played by all, and information about CVAMC services was available.

## Other Accomplishments

### CVAMC Goes Above and Beyond Outpatient Expectations

The Department of Veterans Affairs consistently calls upon all medical centers to meet comprehensive performance measures throughout the year. These benchmarks encompass every facet of medical center operations, from patient care to fiscal management. Of the 153 Veterans Affairs medical centers nationwide, CVAMC ranked second in overall outpatient satisfaction for the 2008 Fiscal Year. To have been ranked so highly by the outpatients we serve indicates that we are fulfilling our mission to honor America's veterans by providing exceptional health care that improves their health and well-being.



**CVAMC Demonstrates Exemplary Fiscal Management**

For the performance measure focused on financial and business integrity operations, CVAMC ranked first among all Veterans Affairs medical centers.

Throughout the entire year, Financial Indicator measures were met at 100%. Additionally, for financial expectations established for all medical centers within our network, VA Healthcare VISN 4, CVAMC was the highest among all ten facilities.

**Volunteer Efforts Provide Valuable Support to CVAMC**

CVAMC depends on the generosity of volunteers and veterans service organizations to fulfill our mission. This year, we received \$577,422 in monetary donations. Further, an impressive 369 regularly scheduled volunteers cumulatively spent 21,429 hours serving our veterans. We are also fortunate to have the help of 1,705 occasional volunteers, including many young people. Volunteers help with recreational events like bingo or birthday parties. They also assist with special dinners or sporting events in the community. They even do simple, but kind, things like visiting with patients or reading books to them.



**Facilities Engineering Service is National Systems Redesign Champion**

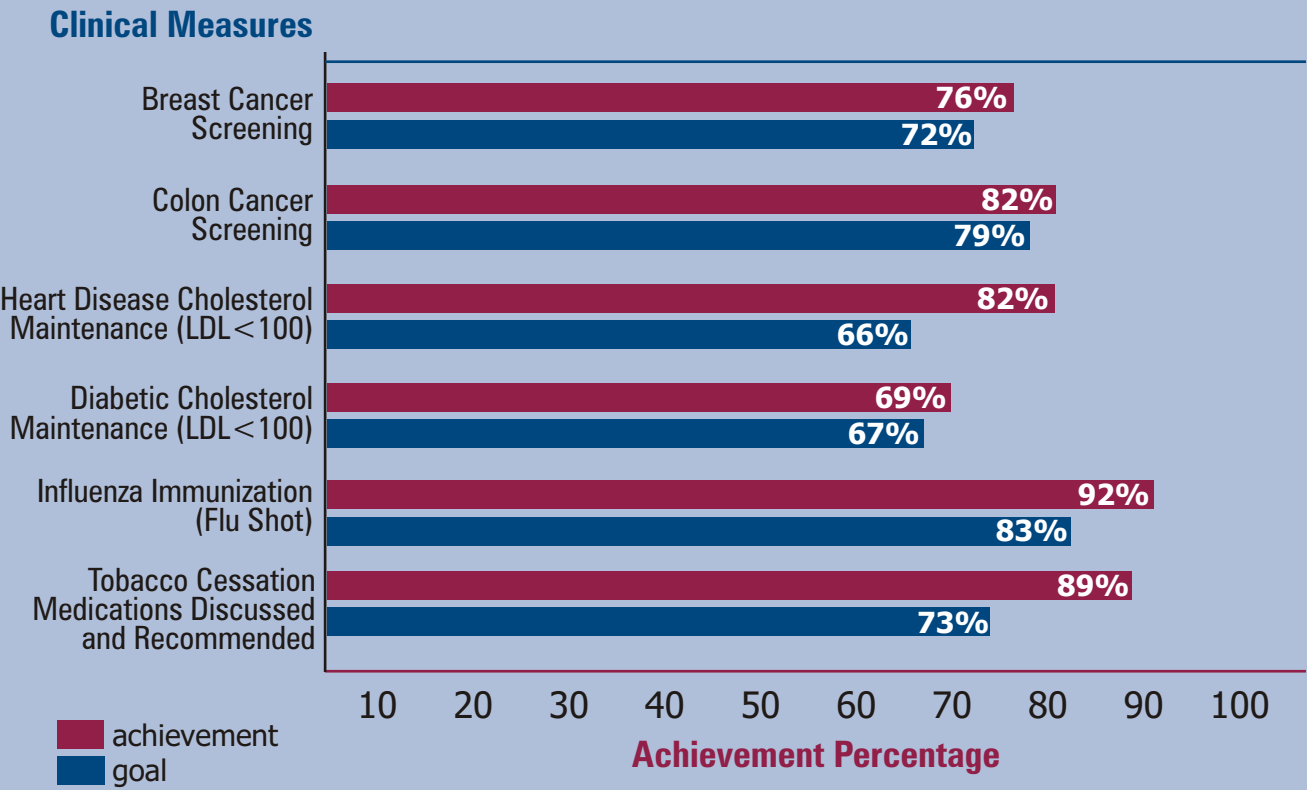
The Coatesville Facilities Engineering Service Advanced Clinical Access Team was named the North-Eastern Administrative Services Systems Redesign Champion. Systems Redesign is a national VHA project that is geared toward reducing wait times for veterans and increasing access to services and improving the efficiency of them. There are ten key steps involved in doing this, and beginning in May 2006, FES applied them to the work order process to improve processes related to the reporting and resolution of a maintenance or repair issue. The results are real and permanent. They improved changes in policy, performance, communication and services provided by FES.

**Combined Federal Campaign (CFC)**

Pledges made through CFC support non-profit organizations that provide health and human service benefits throughout the world. This year's campaign had the support of 462 CVAMC employees and collected \$73,543, which is \$6,000 more than last year. Additionally, \$1300 in supplies was collected for the Coatesville Emergency Food Cupboard as part of the campaign. Many needy and deserving people will be far better off thanks to the generosity and compassion of CVAMC employees.



Clinical Performance Measure Achievements



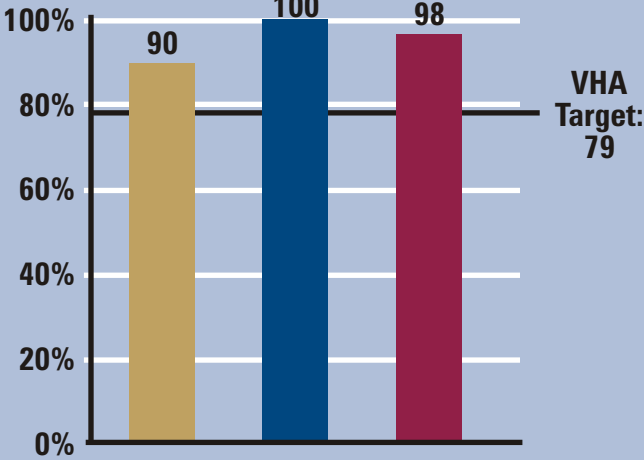
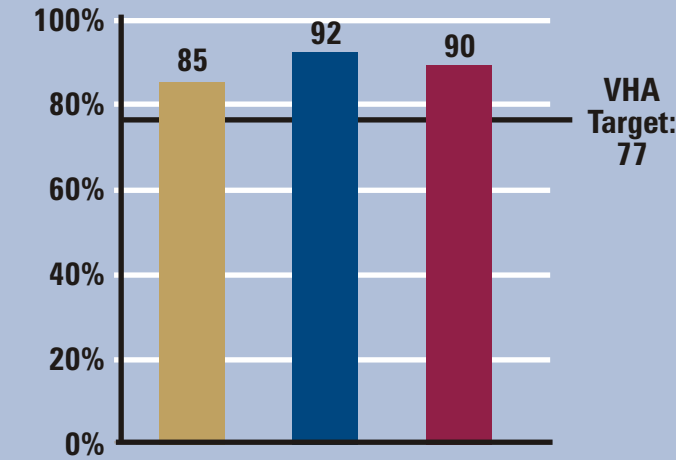
CVAMC achieved exceptional performance for the five clinical areas it is measured on: Cancer Screening, Cardiovascular Care, Endocrinology (diabetic measures), Infectious Care, and Tobacco Cessation.

Patient Satisfaction Data

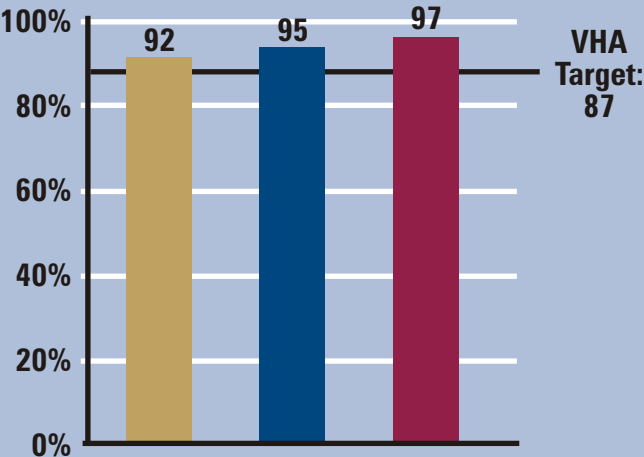
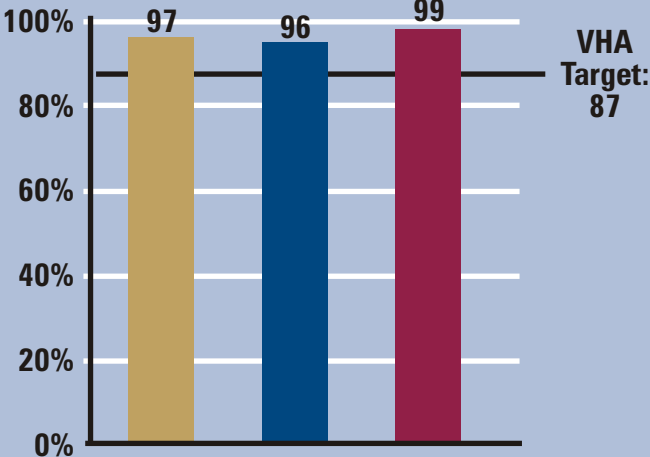


Outpatient  
Overall Satisfaction  
★ #2 Nationwide ★

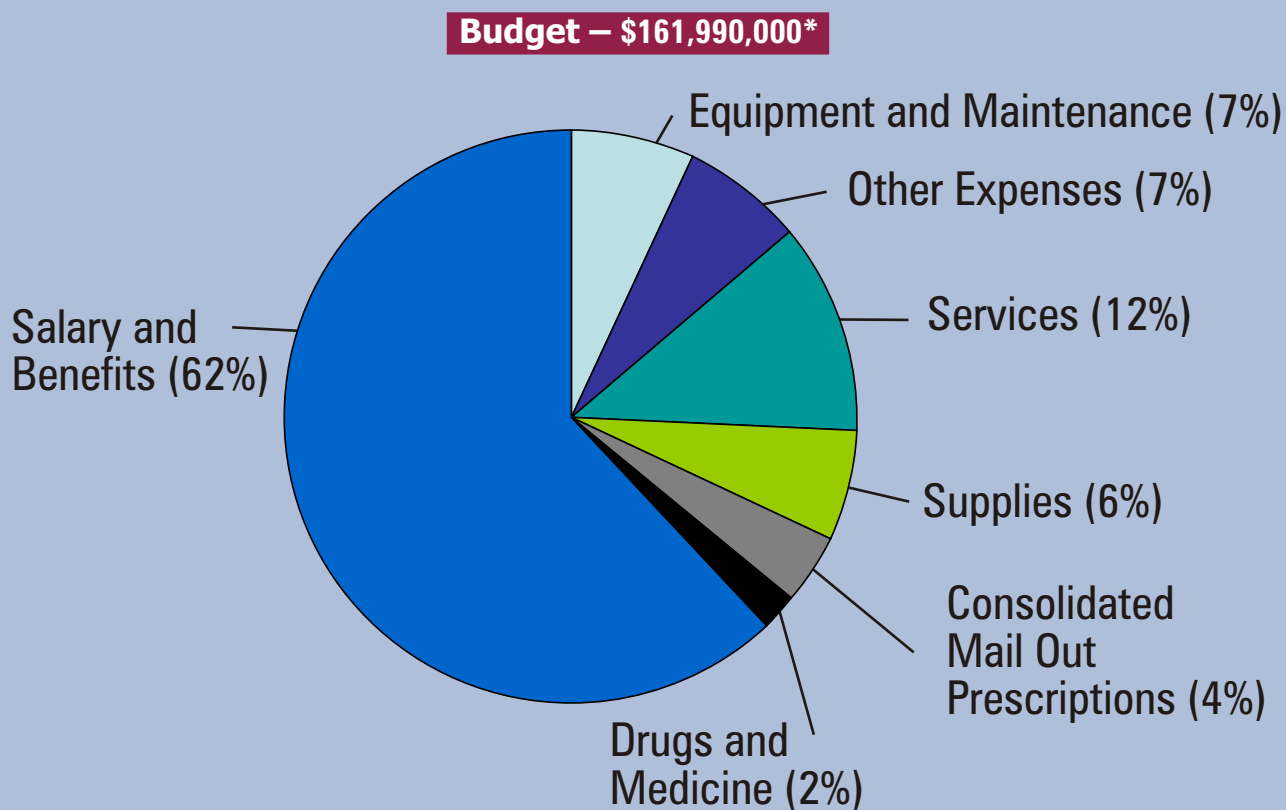
Satisfaction with Wait Time  
in the Clinic Area



Satisfaction with Obtaining an Appointment as Soon as Wanted:  
Established Patient      New Patient



# Financial Report



\*Period covered FY 2008 - 10/1/07 - 9/30/08

## Community Gifts and Donations

**2007: \$563,494**

**2008: \$577,422**

# Accreditations and Survey Results

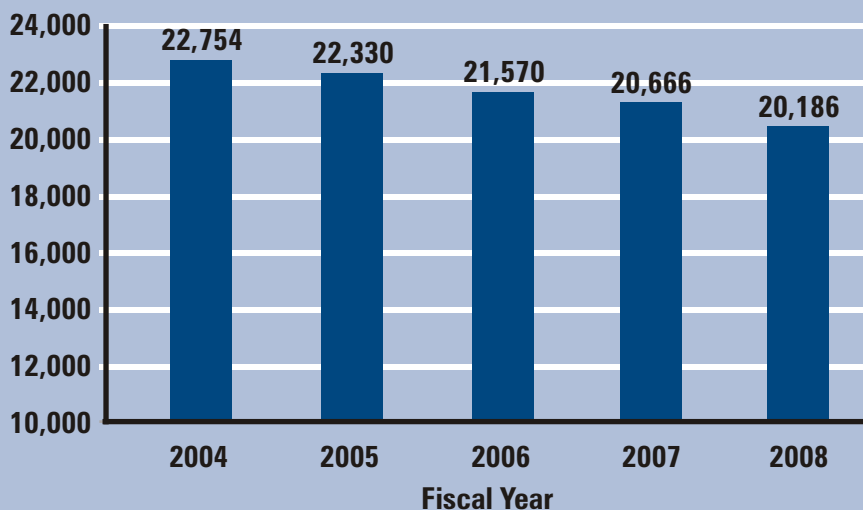
2008 was yet another year of highly successful reviews, audits and evaluations by healthcare industry accrediting bodies, veterans service organizations, safety inspectors and government oversight offices and agencies. Examples of such evaluations by external reviewers are noted below:

- ◆ Full accreditation was received from The Joint Commission for our Hospital, Behavioral Health, Long Term Care, Home Care and Opioid Treatment Programs. For all reviewed programs, few, and in some instances zero, improvements were recommended by the surveyors.
- ◆ The Office of Inspector General evaluated patient care administration and quality management and made only four recommendations which were quickly completed. The final report noted many of CVAMC's operating strengths.
- ◆ Our research department received full accreditation from the Association for Assessment and Accreditation of Laboratory Animal Care as well as through the Association for the Accreditation of Human Research Protection Programs.
- ◆ The American Legion gave CVAMC its highest ranking of "Excellent" with no recommendations.
- ◆ CVAMC's Fire Department earned an "Excellent" rating with commendations from fire safety specialist surveyors.
- ◆ VA's Management Quality Assurance Service praised the efficiency of our financial operations and gave two commendations.

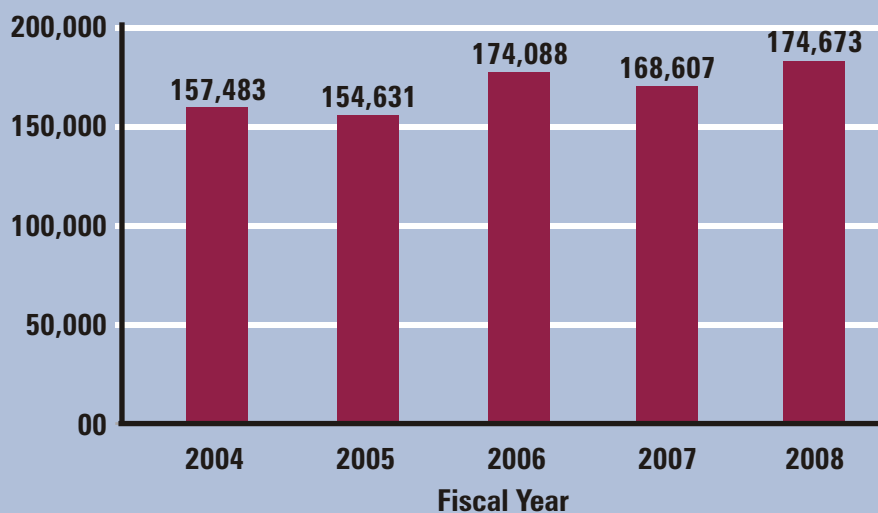
All needed actions related to the above and other surveys conducted during 2008 have either been completed or have aggressive completion target dates. Our employees take pride in being ready to evidence high quality care and effective resource management to reviewers.



## UNIQUE VETERANS SERVED



## OUTPATIENT VISITS



### Operating Beds

Medical	4
Psychiatry	73
Community Living Center	169
Domiciliary	229
<b>Total</b>	<b>475</b>

### Unique Admissions

Hospital	553
Community Living Center	267
Domiciliary	1,170
<b>Total</b>	<b>1,990</b>

### Patient Days

Hospital	22,879
Community Living Center	52,288
Domiciliary	77,372
<b>Total</b>	<b>152,539</b>

### Average Daily Census

Hospital	63
Community Living Center	143
Domiciliary	211
<b>Total</b>	<b>417</b>

### Number of Inpatients Treated

Hospital	998
Community Living Center	599
Domiciliary	1,831
<b>Total</b>	<b>3,428</b>

### Outpatient Visits

Spring City CBOC	7,810
Springfield CBOC	11,143
Coatesville VAMC	155,720
<b>Total</b>	<b>174,673</b>

### GWOT Veterans

Enrolled	686
Treated	571

\*Period covered FY 2008 - 10/1/07 - 9/30/08

## Staffing Statistics

	2007	2008
Employees (FTEE)	1,180	1,257.5
Volunteers	353	369
Volunteer Hours	21,132	21,429











*Donald R. Means*  
Associate Director

*Gary W. Devansky*  
Director

*Rosemary Wharton, RN, MSN*  
Associate Director for  
Patient Care Services

*James F. Tischler, MD*  
Chief of Staff

### **Mission Statement**

Honor America's veterans by providing exceptional health care that improves their health and well-being.

### **Vision Statement**

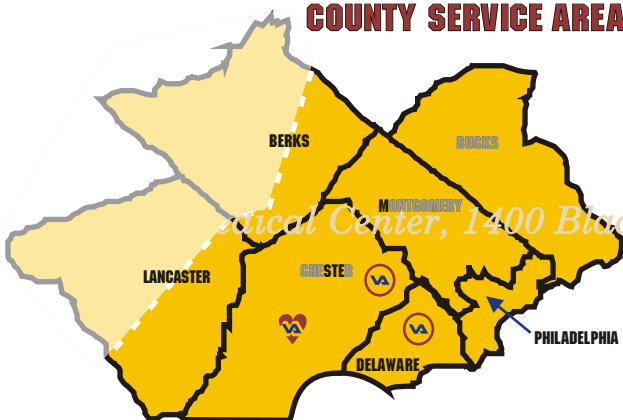
To be a patient centered integrated health care organization for veterans providing excellence in health care, research, and education; an organization where people choose to work; an active community partner and a back-up for national emergencies.

### **Core Values**

Trust  
Respect  
Excellence  
Compassion  
Commitment



**COUNTY SERVICE AREA**



**VA Medical Center**  
1400 Black Horse Hill Road  
Coatesville, PA 19320  
610-384-7711  
800-290-6172

**Springfield CBOC**  
194 West Sproul Road  
Suite 105  
Springfield, PA 19064  
610-543-3246

**Spring City CBOC**  
11 Independence Drive  
Spring City, PA 19475  
610-948-1082

Please visit our web page [www.coatesville.va.gov](http://www.coatesville.va.gov) for more information, including available services, contact information, directions, job opportunities and helpful links.